

## New

Ministry

Children's Services

### Describe: Basic Job Details

#### Position

Position ID

50024133

Position Name (30 characters)

L&D Admin Coordinator

Requested Class

Administrative Support 5

Job Focus

Operations/Program

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Workforce Development Branch within Regulatory Compliance, Quality Assurance and Business Supports Division (RQB) ensures that the appropriate training, learning and development are provided to meet the learning needs of Children and Family Ministry employees, and agency staff. This includes:

- Collaborating with internal business areas to determine staff development needs.
- Consult with internal business program areas to ensure knowledge and skill development of delegated workers.
- Provide ongoing training, development and tools.
- Maintain training accreditation standards.
- Track, maintain and store training records and material.
- Promote, communicate and advertise training activities.

Reporting to the Manager's within Workforce Development (WFD), this position's works as a key part of a team to provide technical and administrative support. This support includes:

- This position is the first point of contact to respond to learning and development needs of Ministry staff, DFNA employees and caregivers within the ministry of Children and Family Services.

- Provides functional management and ongoing technical support for the ministry's two learning management systems that support child intervention staff and caregiver training (approximately 7500 users). This position needs strong knowledge of Moodle and the PRIDE Learning Management systems as well as platforms like Zoom and Teams in

order to support virtual training delivery. Through high technical knowledge and communication skills this position provides immediate problem solving within a range of system based issues for both classroom and virtual based delivery to ensure training is not interrupted.

- Provides support to vendors and internal instructors in maintaining accurate training records, completion certificates and Ministry attendance reports. Responds to queries from supervisors and attendees on registration issues or attendance questions.

- Responsible for overseeing the course administration cycle, issues and manages communications and ensuring training delivery logistics are completed.

- Course promotion and customized communication with ministry partners, initiating and closing courses using both of the online learning registration systems or manual enrollment (through email / excel tracking) and problem solving, enrollment tracking, managing urgent training delivery challenges and queries with contracted trainers and WFD trainers, and overseeing the course evaluation process. This position manages a wide array of responsibilities to ensure a seamless and successful process from registration to course completion.

- Assess the training needs of participants through conversations with intervention workers, caregivers, and supervisors. Propose appropriate trainings to meet the participant needs through understanding the different learning streams and delivery approaches across multiple roles (caregivers including foster care or kinship care, intervention, supervisors). Provides recommendations on the training themes and understands prerequisite of training.

- Supports the Association of Social Work Board Social Work Consultant and Continuing Education Director to ensure all accreditation requirements are met as well as works with consultant on accreditation renewals to ensure standards are maintained.

- Provides overall financial tracking, coordination and payment processing of invoices. Including IGX system , Pcard and membership invoicing for LMS apps. Maintains and uses a Pcard within WFD policy.

-Provides direction, based on position insights to policy development and procedures to better serve Ministry and address emerging issues. This position is key in development as the first point of contact and interaction with employees, caregivers and DFNA staff and the problems that have occurred.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

### Communication and Logistics:

The position is the interface and conduit for sharing information and resolving issues concerning the administration of the delivery of WFD training programs between registrants, trainers, sponsors, and external venue and service providers.

This involves:

- Coaching trainers and participants through the online registration process.
- Providing timely information to registrants, supervisors, and trainers regarding location, materials, changes to training plans or delivery.
- Liaising and resolving any issues/delays/rescheduling/change in location with printing suppliers, hosting services, venue bookings, arrival and availability of technical support, delivery services to support a well-delivered training course.
- Liaising with delegated agencies and other GoA Ministries to resolve any issues and to ensure documentation requirements are met.
- Responding to telephone and email inquiries from employee/ supervisor inquiries, registrants, trainers, and sponsors.

The position is responsible for sharing knowledge, experience and learnings with the Training Teams to support the effective and efficient delivery of WFD training courses. This is accomplished by:

- Providing ongoing day-to-day general administrative support to leadership and Branch staff.
- Using the position's expertise of the processes to identify opportunities for improvements in procedures, forms, venues, etc.
- Identify cross-training opportunities and integration of training course administration processes.

#### Learning Management Systems (LMS) operations:

- Prepare and distribute training confirmation notification including logistics and training material. When necessary, send cancellation notification as well as venue and date changes.
- Provide technical support to trainers and participants at the start of training sessions and as issues arise throughout training to ensure connectivity and functionality.
- Provide Branch and Ministry staff, sponsors and trainers with enrollment update reports.
- Track mandatory and pre-requisite training requirements and liaising with registrants or sponsor.
- Create mandatory training memos/directives that allow clear reporting on compliance with mandatory training.
- Support the implementation and enhancements of LMS and virtual training delivery projects.
- Update online course information in multiple systems (LMS, Intranet) as required reflecting changes to location, timing or cancellations.

#### LMS Archiving:

The position is responsible for coordination of all activities involved in the archiving and evergreening of a course after the course has finished. This involves:

- Ensure attendance is entered into the learning management system and maintained as historical data.
- Ensure all printing/materials/hosting invoices are accurate, approved, and submitted for payment.
- Ensure all participants have completed evaluations for review through the learning management system for consultants and facilitators.
- Ensure course certificates are available and/or issued as required.
- Track course completion and ensure accreditation requirements are satisfied.
- Lead and coordinate the archiving of all course documentation.

#### In-person Learning:

The incumbent is responsible for the coordination and administration of in-person training courses provided by the Branch to Government of Alberta and Delegated First Nation Agency (DFNA) staff to ensure effective and timely course information, registration, and logistics. This is accomplished by:

- Providing layout and document design for promotional course advertisements, including regular newsletters regarding course offerings.
- Setting up the course/training session in the online registration system(s) with all the necessary information for registrants and trainers.
- Coordinating the reproduction of course material with external printing suppliers.
- Booking and ensuring the venue (provincially) meets the needs in terms of size, set-up, necessary equipment, etc. as well as handling all hosting requirements. Primary liaison for request IT support to ensure on-site availability and support.
- Resolving any problems related to cancellations, substitutions, scheduling issues, equipment and set-up issues, undelivered or late materials that can emerge as emergency problem solving while training is commencing.
- Ensuring all training room equipment is maintained and operating effectively, using technical aptitude to train the trainers or resolving issues as they emerge.
- Support trouble-shooting issues for participants. Train facilitators with the online registration system(s) or virtual facilitation.
- Document requests or complete editing and formatting; using multiple software programs (including but not limited to: MS Suite), ensuring document integrity with awareness of copyright, privacy laws and compliance with “visual identity” guidelines issued by the GOA.
- Providing a presentation for new Delegation Training participants on how to navigate LEO (Moodle) and the Training Portal page.

#### Asynchronous Learning (eLearning):

- Develop course shells and complete set up in LEO for newly developed eLearning modules. Ensure course restrictions are functional and resources, learning journals are attached to shell in alignment with module structure.
- Setting up the course/training session in the online registration system(s) with all the necessary information for registrants.

- Resolving any problems related to accessing course, completion criteria and participant queries. Elevate technical issues to LMS Coordinator.
- Respond and resolve learner difficulties, including consultants or Ministry supervisors as required.

#### Synchronous Learning (virtual):

- Manages needed platforms for virtual training delivery, such as: MS Teams, Webex and Zoom.
- Ensures learning events are scheduled within all the required systems and required information is provided to the requester(s).
- Manages the online learning calendar, which tracks the events offered by the Workforce Development branch and ensure changes are captured and communicated.
- Provide technical support for training online including; tracking hierarchical analysis to determine source of problems during the virtual events and escalating as required.
- Setting up the course/training session in the online registration system(s) with all the necessary information for registrants.
- Share information and resolve issues concerning the administration of the delivery of WFD training programs between registrants, trainers, sponsors, and external venue and service providers.
- Create and maintain business process flow for virtual training delivery.

#### Evaluation

The incumbent is responsible for generating relevant reports to provide accurate information regarding the administration, provision, compliance and summative participant feedback of the training courses provided, ensuring compliance to Freedom of Information and Protection of Privacy legislation where applicable. This includes:

- Generate reports for the analysis of attendance, completion, timing, location, and wait list patterns.
- Provide and distribute reports for leadership within the Ministry or DFNAs regarding course completions, current enrollments and wait list status, and mandatory completion status that are not met.
- Generating accreditation reports to maintain and meet Association of Social Work Boards (ACE: Approved Continuing Education) providers standards.
- Generating year-end summary reports for WFD management and L&D consultants and the annual report.
- Generating ad-hoc reports as required.
- Providing attendance verification reports.

#### Service Request Coordination:

The incumbent could be responsible for the Service Request Coordinator (SRC) role which includes and is not limited to the following responsibilities and activities:

- Handling requests made internally by the Branch to the SRC, and also known as the Branch site contact, for assistance or in ordering supplies etc.
- Submitting and tracking requests in the BERNIE database.
- Utilize multitasking skills to balance multiple requests from multiple employees for technical support and to acquire information.
- Maintain Branch supplies, equipment (computers packages and cell phones), tracking and issues of security passes and tracking inventory.
- Providing updates to the branch in connection to building maintenance, security, accommodations, and ensuring fire floor wardens and first aiders roles are maintained, for both building locations.

### Problem Solving

Typical problems solved:

The position functions independently and needs to have the ability to work collaboratively as part of a team in supporting the Branch in the delivery of training to Ministry staff, caregivers, GoA staff and Delegated First Nations Agency (DFNA) staff. The position must determine the most appropriate manner in which to complete day-to-day tasks, and manage workload and priorities, which changes constantly. The incumbent determines the most appropriate manner in which to meet objectives and make changes to resolve problems and issues related to the administration of the training provided by the Branch, both daily and in recommending organizational improvements.

In addition this position is a core element required in the ongoing support for training delivery in Children and Family Services. It has a hybrid function that provides direct day to day support for in person and virtual training formats, has a

high degree of technical knowledge working within 2 LMS systems that support registration and asynchronous learning, and works with little direction to respond and resolve immediate training delivery challenges thereby preventing interruption in participant learning, in all formats.

Types of guidance available for problem solving:

Over the last few years, WFD has significantly increased the number of training programs we oversee and deliver - the scope of work has increased significantly. This role needs to function independently and needs to be able to resolve issues in a timely manner. This role will consult with supervisors/managers within the branch in order to address some issues but also needs to address things in the moment.

Direct or indirect impacts of decisions:

WFD supports the design, development and delivery of both staff and caregiver training programs. This role needs to not only support staff and caregivers with accessing training but also needs to support Learning and Development Specialist and trainers with training projects and the logistics of training delivery. WFD provides high quality adult learning which is accredited with the Association of Social Work Boards - this role needs to be familiar with these standards and potentially support accreditation renewal applications every three years.

## Key Relationships

Major stakeholders and purpose of interactions:

Branch Staff: To provide information and determine information and support required.

Ministry Employees: To provide information regarding training courses. Trouble-shoot issues with using registration system(s). For processing invoices.

GoA & DFNA employees: To provide information regarding training courses. Trouble-shoot issues with using registration system(s).

External Service Providers: To ensure quality services are provided.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

--

Job-specific experience, technical competencies, certification and/or training:

The position requires a minimum of a post secondary diploma related to office and records administration, five years of administrative experience with the GoA, and completion of or working towards obtaining certificates for the Moodle Admin Basics Program and Moodle Admin Skills Program. The position requires knowledge in the following assets:

- Workforce Development Branch mandate and operations priorities.
- Government of Alberta Respect in the Workplace policy.
- Related business and administrative policies, regulations and procedures including records management, financial policies and human resources policies and practices.
- Microsoft Suite, SharePoint, online registrations system(s) and GoA systems (1GX, BERNIE, Opinio, Online Surplus Sales Information (OSSI) System etc.), Moodle, various virtual platforms (Zoom and Webex) and Azure virtual desktop.
- Strong attention to detail for maintaining data integrity and technical skills working in multiple formats.
- Strong commitment to resolving issues to create a positive learning experience for staff.

This position requires the following skills and abilities:

- Knowledge of Ministry programs and services
- Knowledge of key elements of Moodle
- Working technical knowledge of multiple virtual platforms (including but not limited to: MS TEAMS, WebEx, Zoom) and Moodle
- Knowledge of the variety of devices used to access content for training
- Understanding and familiarity with the concept of remote access to GOA network
- Understanding of current issues faced by the ministry.
- Knowledge of the organization and key program areas supported by the branch.
- Ability to work with internal and external stakeholders, professional and administrative support staff in a confident

and courteous manner.

- Ability to manage work efficiently under multiple deadlines in a team environment.
- Practical knowledge of web content management systems and Intranet technologies (SharePoint and Moodle).
- Ability to problem solve.
- Ability to organize and prioritize short and long-term projects.
- Ability to track issues to ensure a timely response.
- Ability to respond to changing priorities and meet changing timelines.
- Ability to work with users of Moodle with different levels of skill, use and understanding.
- Ability to work in a team, collaboratively and efficiently.
- Ability to work independently.
- Effective and professional communication skills.
- Time management skills.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>This position requires well-developed interpersonal skills in relating to a variety of staff and caregivers throughout the province as well as the ability to work with vendors, Elders, and Learning and Development staff.</p> <p>Because this role needs to understand the critical nature of training and the mandate of this ministry, this role needs to be highly adaptive in making adjustments to meet learner needs.</p>
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>This role needs to have a strong knowledge of the work done within the ministry in order for WFD to support operational needs within the regions.</p> <p>This role needs the technical skill to be able to track and run reports on ministry training when time sensitive request are received. This role needs to take the initiative to problem solve issues withing two learning management systems and provide feedback in order to improve the system.</p>

			<p>This role also needs the ability to work internally with consultants and others to address course requirements and scheduling needs.</p> <p>This role also needs to ability to tackle new challenges that come forward and offer solutions.</p>
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	<p>Communicates technical information to diverse audiences and supports a variety of individuals with technical challenges they may be experiencing with virtual and eLearning courses. This role collaborates with others within and outside the branch to ensure operational training requirements are met. WFD provides mandated training to staff and caregivers and this role needs to understand the ministries work and the critical nature of training.</p> <p>Works with others to identify and address interdependent activities that require collaboration.</p>
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Some problems and solutions within this role are known but there can be many complicating factors that need to worked through. This role supports mandated training for both caregivers, child intervention staff as well as all ministry staff. Delays in training can impact legislative delegation of staff. There can be technical issues with the two learning management systems that need to be addressed,</p>

			<p>there can be reporting requirements that need to be met within tight timelines due to action requests and there needs to be excellent ability to understand priorities.</p> <p>This role needs to be able to work independently.</p>
--	--	--	---

